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Re: Letter of Appraisal SCHOEMAKER Catherine

I have had the pleasure of working with Catherine in her role as RN on Unit 64 as her manager since May 2019. Catherine started her career in acute health care as a Health Care Aide on Unit 64 in June of 2018 whilst she was actively studying as a student nurse with the University of Calgary. She graduated in May of 2019 with a Bachelor of Nursing with Distinction and was transferred to a Graduate Nurse in a casual position. She completed her NCLEX and transitioned to registered Nurse in August of that same year. Over the next 5 years Catherine has held a regular position and has continued to demonstrate her growth as a Registered Nurse, and I feel would be an excellent student and advanced practitioner.

Catherine's approach to her patients and in fact to life is to embrace and work holistically. She interacts with and treats everyone (Colleagues, patients, families) with deep rooted care and compassion. She believes everyone, regardless of situation or background is deserving of the same compassionate care and places a high regard on ensuring her patients receive the best care possible. This perspective strongly upholds the principles of EDI (equity, diversity, and inclusion) and forms the basis and foundation of her practice. Catherine is an active listener. This affords her the opportunity to perceive her patients and families' unique needs and preferences. This speaks to her focus in delivering patient and family centered care that is culturally relevant and treats the whole person in all their physical social and psychological complexity.

Catherine develops trusting relationships with her colleagues and patients and demonstrates this through her compassion. She works tirelessly to ensure her patients feel

heard and engages others to fulfill the patient's full potential. Through her actions, she is able to connect with even the most aggressive, non-compliant patients seeing beyond the surface to get to the real person below. When caring for a patient with advanced Alzheimer's Disease, she could identify that he was a very scared man who did not know what was happening to him, why he was in hospital, or why no one came quickly when he called. It became evident that his aggressive behavior was his outlet to get attention. With a simple act of applying lotion, she was able to reach him and gain some trust. She followed through on her promise to round frequently and succeeded in him participating in his care and even engaging him in meaningful conversation.

Catherine takes her role and the autonomy she has seriously and knows that her actions make a difference. To ensure her safe practice she upholds AHS policy and procedure and adheres to practice standards and protocols. She recognizes that her actions have a direct effect on her patient's safety and makes informed decisions to uphold these standards. As a strong advocate she ensures safety concerns are heard and reported through appropriate channels e.g. maintenance requisitions, RLS safety reports, utilizing safe medication administration practices and raising concerns if she observes unsafe practice. Being curious affords her opportunities to dig deeper, ask questions and utilize resources, including organizational policies to address identified gaps in her knowledge. Catherine is self-aware and recognizes that nursing does not stop when the shift ends. She uses her own time to research and increase her knowledge to bridge the gaps in her knowledge and skill set. When presented with charge nurse training, Catherine accepted the role with enthusiasm. She did however have lots of questions and did not want to let the unit down. In her time off she connected with the Unit educator to ask questions, review the role and expectations. She completed additional learning and reviewed specific policies to give her the best start in the role and feel confident in meeting expectations.

Practicing with integrity is one of Catherine's core values. If she makes a mistake, she owns it. She puts measures and actions in place to address the issue and ensure appropriate people are made aware both verbally and written. Catherine uses self-reflection intently to review and adapt her processes to ensure mistakes do not happen again.

Catherine has well developed verbal, written and interpersonal communication skills that foster strong relationships with colleagues and members of the interdisciplinary team to coordinate care. She demonstrates this in her ability to build therapeutic relationships with patients and their families. Her experience in performing full system assessments and interpreting the assessment data to make critical decisions regarding the interventions

needed to provide care is extensive. As a charge nurse when faced with a palliative patient in an acute pain crisis, she was able to use her assessments, critical thinking and big picture approach to problem solve and act quickly. Using the SBAR tool to communicate with the care team, she was able to secure a plan that addressed his acute needs whilst attending to his palliative end of life care. Through clear and direct communication, she was able to instigate the “No one dies alone “process involving Social Work and family to ensure full awareness of the situation.

Catherine is passionate about her role and what she can offer to others. As a preceptor and orientator for new staff she uses her passion for teaching to support an inclusive and positive learning environment that enriches the student’s capacity for learning.

As a Team Lead for a care hub within the collaborative care model, Catherine shares her knowledge within and outside of the care hub to support positive patient outcomes.

Catherine’s strong foundation in clinical skills, critical reasoning, nurse leadership, patient advocacy, interdisciplinary collaboration, and her commitment to providing relational, compassionate, whole-person, patient-centered care uniquely positions her to be an excellent candidate for advancing her practice as a Nursing Practitioner.

Yours sincerely,



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